Process for Break/Fix EUSO Support and Refresh Process (Stage 3)

While we remain in the Stage 3 telework posture, the following information has been developed to help you in case you are in a situation where you have a problem that could not be resolved remotely by your local end user services program office (EUSO).

1. If a user problem could not be resolved remotely by the local EUSO it will be escalated to a break/fix scenario.
2. EUSO contacts Office of the Chief Information Office (OCIO) to get approval that the issue cannot be completed remotely and advises that the user is requesting to come on site.
3. The OCIO contacts the organization's point of contact (POC) for validation that user needs to come on site.
4. The organization's POC coordinates with the user's supervisor and provides approval that immediate resolution is critical to continue work and approves funding if necessary.
5. If all parties agree that the resolution is critical, and funding is approved, the OCIO works with EUSO to set an appointment date and time.
6. The OCIO provides the appointment date to the organizational POC.
7. The requesting organization coordinates the user's center access. In this case the supervisor works with their director to email the Emergency Operations Center (EOC) at larc-eoc@mail.nasa.gov. If approved, access to the center will be granted.
8. The user will come to Front Gate at the designated appointment time and date, and will get approval to go to Building 2101, Room 105.
9. The user proceeds to Building 2101, Room 105 and has their issue resolved.
10. The user will call the EOC to make them aware they are leaving the center, keep their supervisor informed of their status and return to their telework location.

A list of organization IT POC's can be found here.

In the event that the center status changes to Stage 4, the process may have to change as we would have to include a center director component to request access.

Refresh Process
1. The OCIO notifies the user that the refresh is ready and sets an appointment date and time.
2. The user notifies their organization's POC that they want to receive their refresh.
3. The user's organization POC notifies the Supervisor who notifies the organization's Director to obtain authorization with the EOC for the user to go on center to retrieve their refresh.
4. The user's organization POC notifies the EOC and the OCIO and coordinates access for the appointment date and time.
5. The user goes on center at the scheduled date and time and retrieves their refresh.
6. When complete, the user notifies their organization's POC, their supervisor and the EOC of their status.